



EMPLOYMENT OPPORTUNITY

LIBRARY VISITOR ASSISTANT

Recruitment Number: 04-167

Salary: \$11.54 - \$14.03 / Hourly

Filing Deadline: 5 PM, TUESDAY, JUNE 29, 2004

POSITION SUMMARY

The Library Visitor Assistant receives general supervision from a designated branch manager and provides a wide variety of customer service assistance to library guests and the general public, including carrying materials in and out of the library and to assist in discouraging improper behavior by patrolling throughout the library to monitor and observe the behavior of guests and the general public. This is an hourly position. Persons in this position must be available to work a 20-hour weekly schedule servicing the Civic Center, South Chula Vista and Eastlake libraries. Library Visitor Assistants must be able to work nights, weekends, holidays and be available to serve as fill-ins when needed.

ESSENTIAL FUNCTIONS

Functions may include, but are not limited to, the following: Greeting library visitors and providing general information about library services and activities; providing general directional information and assistance to library guests; assisting guests by carrying their library materials in and out of the library; monitoring the building and grounds of the library to discourage improper behavior; assist in protecting library property from defacement, theft or vandalism by reporting any unacceptable conduct to appropriate staff; may attend court hearings and/or trials as required; assists in communicating and maintaining desirable behavior conducive to a library environment; maintains constant contact with library staff through a two-way radio; assists with crowd control during library programs and/or activities; prepares incident reports related to job responsibilities; assists with library closing procedures; takes appropriate actions during emergencies by calling proper authorities and making related reports; builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service; and performs related duties as assigned.

MINIMUM QUALIFICATIONS

Education, Training and Experience: Any combination of training and experience equivalent to completion of the twelfth grade supplemented with courses in conflict resolution or other related areas and one year of experience in related employment with heavy public contact. **Highly desirable:** Bilingual skills (Spanish/English).

Knowledge, Skills and Abilities: Knowledge of the principles of public relations and customer services; methods of crowd control; basic English and grammar; Ability to: effectively communicate with the public and staff; establish and Maintain cooperative relationships with those contacted in the course of work, including library patrons and staff; learn, explain and apply library rules and regulations related to assigned work activities; ability to dissuade improper behavior without physical contact; understand and follow oral and written instructions; testify in court; and work with a diverse public in a tactful and effective manner; Skills: to prepare simple reports and maintain logs; use a two-way radio; respond to emergency situations; monitor the behavior of the general public and patrons by patrolling the library building and grounds.

PHYSICAL DEMANDS

This position requires the ability to read and write basic reports; use a two-way radio; patrol the library building and grounds to observe the behavior of the general public; walk, lift and carry library books and materials to assist library patrons and staff; communicate with staff and the public in person or over a telephone or radio; and stand for long periods of time.

APPLICATION PROCESS

Candidates whose applications indicate education and experience most directly related to the position will be invited to participate in the selection process. All notifications will be sent via standard US Mail.

Part-time temporary employees participate in the Public Agency Retirement System (PARS). This is in lieu of PERS or Social Security (although employees do contribute to Medicare). The City and the employee each contribute 3.75% of the employee's salary to the PARS.

Human Resources • City of Chula Vista • 276 Fourth Avenue • Chula Vista, CA 91910 • (619) 691-5096
Hours: 8 AM – 5 PM Monday - Friday • www.chulavistaca.gov • **Job Hotline: (619) 691-5095**

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